



## Warranty Terms

For all warranty questions, concerns and claims please email us: [service@ventureheat.com](mailto:service@ventureheat.com).

**Battery Products** - You have 6 months to replace a defective battery, upon shipment. Customers are responsible for return shipping payment.

**Heating Components** - You have 12 months to replace defective heating components. Customers are responsible for return shipping payment.

\* Warranty is for one year from the ORIGINAL purchase date, in the event that you have an item replaced the warranty will roll over from your original purchase and does not start over.

## Damaged or Defective Items

In the rare chance that you receive a damaged or defective item, please contact us immediately. Supply your order number and item code which you can find in your original confirmation email. Please provide your email address and phone number and we will do everything we can to replace the item at the earliest time possible.

## Replacement Terms

It is our policy to only send a replacement for your identified, credited, and processed returned items. Please review our RMA procedure for more clarifications.

In the event that we send you a replacement, please return the damaged or defective item within 15 days to avoid being charged for both the replacement and the original. In addition, please take note that we can only replace the exact item and version that you ordered.

## Returning an Item

**You have 30 days from the date of shipment to return an item. After this time, all sales are considered final.**

## *Qualifying for a Return*

Returned items must be in new, unused, and saleable condition in the original manufacturer's packaging.

All paperwork, parts, and accessories must be included to ensure full credit.

Items that are damaged soiled and/or in a used condition with missing parts will not be accepted. Opened items are subject to inspection before it will be considered saleable.

All items properly returned under this policy are eligible for a full refund of the purchase price, minus the shipping\*, handling, 20% restocking fee, or other charges. Items returned but not in compliance with this return policy may be returned to you at your expense.

Venture Heat reserves the right to repair or replace and/or refund the cost of the item(s) covered by the product's warranty and return policy at our discretion. Please allow up to 4 weeks for completion. For more specific concerns, please refer to your product's warranty and return policy.

Customers need to apply for a Return to Manufacturer Authorization number (RMA#) for product warranties. If a product is sent to us without RMA# will not be processed. The RMA# is active for 30 business days from the date issued. If the item is not shipped within the 30 days, that number will be voided and you will need to apply for a new number.

\* Venture Heat will deduct the actual shipping and handling costs from any return that originally received free shipping.

## **Exchanging an Item**

**You have 30 days from the date of shipment to exchange an item.**

To exchange an item quickly, please email our customer service department at [service@ventureheat.com](mailto:service@ventureheat.com) so that we can issue you an RMA#. Any price differences of the exchanged item(s) will be charged or credited to the original method of payment. You are responsible for paying the shipping cost to our warehouse and back to you.

All items that you are returning for exchange are subject to the same criteria as the above Return Policy.